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EMETAZ

The Expo & Challenge

Impact of an International Event
Upon The Mount St. Helens
National Volcanic Monument

SPECIAL PROJECT REPORT
Outdoor Recreation Management
Short Course Clemson University

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Gifford Pinchot National Forest
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Pacific Northwest Region

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THE EXPO 86 CHALLENGE

THE IMPACT OF AN INTERNATIONAL EVENT UPON THE MOUNT ST. HELENS NATIONAL VOLCANIC MONUMENT

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Abstract.--Attendance at the 1986 World Exposition (EXPO 86) to be held in Vancouver, British Columbia, Canada, is projected for 15 million visits. The Mount St. Helens National Volcanic Monument is located close to Washington's Interstate 5, which is the main arterial and link to EXPO 86. The impact of past similar events are measured and analyzed. Manager's successes, failures and discoveries in these situations are reviewed. Projections of Expo 86 visitor impact upon the Monument are made; and recommended actions for information systems, visitor services, and management are provided. All recommendations are made for their long-term value as well as for application to EXPO 86.

I. OBJECTIVES

Vancouver, British Columbia, Canada is scheduled to host the 1986 World Exposition (EXPO 86) from May 2 to October 13, 1986; focusing on transportation and communication. Attendance at the exposition is projected for 15,000,000 visits amounting to 3,949,000 visitors. Upwards of 50 nations, most Canadian provinces, several U.S. State Governments, numerous multi-national corporations and a variety of associations from around the globe are expected to participate. Promoters claim that EXPO 86 will be the largest and most successful World's Fair in more than a decade.

This study was undertaken to investigate the possible impact which EXPO 86 might have on the Mount St. Helens National Volcanic Monument. Mount St. Helens is located a short distance off Interstate 5, the main west coast arterial and major transportation link between populous southern California and EXPO 86 as shown in Figure 1.

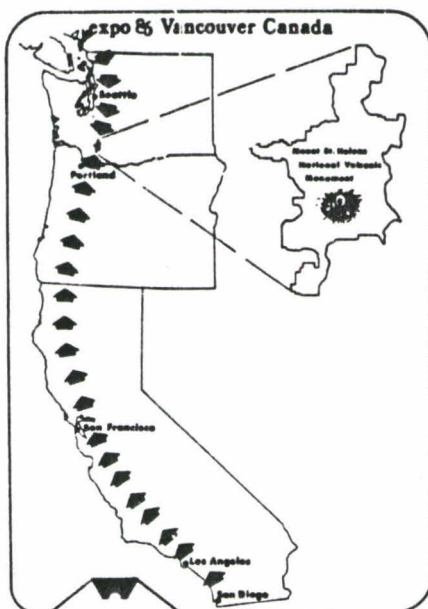


Figure 1. -- Mount St. Helens is located a short distance off Interstate 5, the main west coast arterial and major transportation link between populous southern California and EXPO 86.

In addition, the study was designed to measure and review the following:

- Manager's successes, failures and discoveries.
- EXPO 86 Projections.
- Mount St. Helens National Volcanic Monument projection.
- Peak visitor days, months and hours.
- The number of EXPO 86 foreign visitors that may visit Monument facilities.
- The need for special signing, translations, subheadings and maps to better serve the foreign visitor.
- The need for increases in staffing to properly serve Monument visitors due to the EXPO 86 influx.
- The need for present Monument publications and maps.
- The need for sanitation and traffic control.
- Funding needs to serve the anticipated increase in visitors attracted to the Monument because of EXPO '86.

II. EXECUTIVE SUMMARY

The following recommendations for information systems, visitor services and management are made for their long term benefits as well as in anticipation of a modest increase in Monument visitation during EXPO 86.

1. Avoid capital investments for a one time impact. Such an expenditure may make the manager look good during the event but cursed in future years as operation and maintenance dollars dwindle.
2. Anticipate as much as a 50% increase in mail volume during EXPO 86. Develop and use a friendly response note (Figure 2) for returning information to those not needing a letter, or personal call.



Figure 2. -- A sample of a friendly response note.

- Continue publishing the Volcano Review (Figure 3) and map (Appendix A) through the Pacific Northwest Parks and Forest Association. Increase the 1986 printing by 10%. Have the Mount St. Helens brochure updated, redesigned and printed by April 1, 1986, for a sale item. Consider a format similar to the Visitor Guide developed by the National Forests of Mississippi or the unigrid folder concept used by the National Park Service. Do not date the product by the mention of EXPO 86.

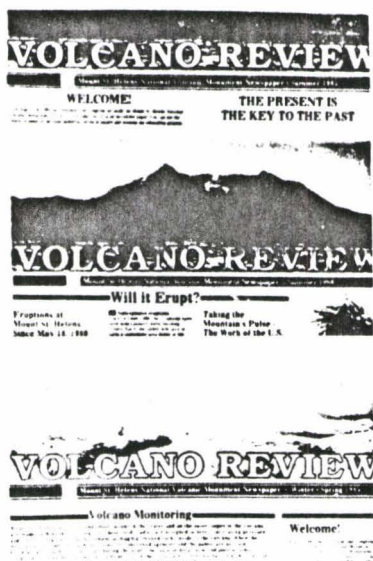


Figure 3. -- Volcanc Review, the Monument newspaper.

- Minimize construction and maintenance activities and commercial traffic along main access routes

to and within the Monument during June, July, and August when EXPO 86 traffic is expected to peak along with normal summer traffic.

- Plan for increased traffic, especially tour buses at the Visitor Center and Monument interior. An increase in traffic accidents, vehicle mechanical breakdowns and applications for bus tour permits is anticipated. Monument Management must seek some sort of roving service truck permittee to provide help to travelers in distress!
- Establish a Monument Expo Service Program Team (ESP) to monitor EXPO 86 visitor impacts, visitor services, and problems. The team must have the ability to solve problems swiftly and effectively. For example, if it is found that toilets are insufficient in number or more frequent service is needed, the team must have the freedom to execute a change immediately.
- If a cooperative computerized information system is developed between the state, federal and private sector in Washington State; provide the system timely updates concerning Mount St. Helens.
- Consider that new publics will be introduced to Mount St. Helens during 1986 which may provide an increase in use for several years following EXPO 86.
- Publicize programs that attract visitors to off-peak hours. For example, continue early bird and twilight programs at Visitor Center, and inform visitors about the best light for photography. For instance, the best time to photograph the volcano from Windy Ridge viewpoint is between 7:00-10:00 am.
- Update the Tourism Development Division HOT LINE, State and Forest Service Key Information Centers (Appendix B) on Monument schedules, features, and access conditions. Use Naturalist Notes to transmit information (Figure 4).

NATURALIST NOTES

Sender: _____
Date: _____

Mount St. Helens Rt. 1, Box 369 Amboy, WA 98601 J. Dale/Plowden 206-247-5473	Mount St. Helens Visitor Center 411 Jackson Hwy Vancouver, WA 98660 206-247-5473	Hande Ranger Dist. Randle, WA 98577 Ron Freeman Vancouver, WA 98660 206-247-5473	G.P. Nat'l Forest 500 W. 22nd St. Vancouver, WA 98660 206-247-5473
--	--	--	---

Our Visitors: comments, suggestions, tourist R. confusion, etc.

Trailways: storm misdirection, visibility, flora, fauna, etc.

Staffing/Schedule Changes:

SP Management: road restrictions, salvage activities, etc.



  Mount St. Helens National Volcanic Monument

Figure 4. -- Naturalist Notes are used to transmit up to date information.

- Since National Geographic and Sunset Magazine are the most frequently recalled magazines by potential Washington-bound visitors, it may be well to provide them with information about

Monument interpretive naturalists' schedules, visitor center hours, access information, etc.

12. Develop a free flow of EXPO 86 access information, i.e., ferry schedules, border crossing information, traffic problems, alternate travel modes, etc., with the Washington Department of Transportation and the Department of Commerce and Economic Development. Monument personnel must be well-informed Hosts.
13. Install an operable travelers information AM radio transmitter at the southern gateway to Mount St. Helens by July 1985.
14. Provide the Washington Department of Transportation updated Mount St. Helens access and visitor center location information for highway rest areas, displays and maps. Suggest expansion of weather radio receivers to other rest areas along Interstate 5 in the vicinity of Mount St. Helens.
15. Provide text translations of the new Mount St. Helens brochure in French, Japanese, German and Spanish.
16. Provide for deaf and blind visitors at all Monument information facilities.
17. Continue internal information sharing program to keep all employees updated on current events, management activities, programs, schedules, etc.
18. Continue to equip each Monument vehicle with a current information binder so all employees have up-to-date information at their disposal.

III. METHODOLOGY

The study was conducted by very ordinary means: telephone and in-person interviews, literature reviews and a visitor response form. These methods were effective, fast and economical especially when other business could be conducted concurrently.

Telephone contacts were made with approximately 25 Land Managers from throughout the United States. These managers were the ones who anticipated impacts or had experienced them from past world-class events such as World Fairs, international Olympic events, i.e., the 1984 Los Angeles Summer Olympics, the 1984 New Orleans and 1982 Knoxville, World's Fairs. Approximately 15 personal interviews were made with a variety of individuals in Washington, Oregon, U.S.A. and Vancouver, British Columbia, Canada. People interviewed include EXPO 86 executives, managers, and planners that will be impacted by EXPO 86. In all cases, people contacted were helpful and responsive. An assortment of letters, reports, meeting notes, and studies were reviewed. In addition, from June 8, 1984 to November 1, 1984, Forest Service personnel from the Mount St. Helens National Volcanic Monument provided a response form to any Monument visitor wishing to ask a question or make a written statement. The purpose was to aid the visitor in answering any question or making comments concerning programs or resources in the Monument and to gather information that would improve it's management.

IV. FINDINGS

A. The Impact of International Events on National Park and Forest Attractions

1. Knoxville, Tennessee - 1982 World's Fair. The Great Smoky Mountains National Park and the Cherokee National Forest were within an hour's drive of Knoxville and the World's Fair. According to National Park and National Forest personnel, the World's Fair did not turn out to be a source of suffocating masses of humanity that many feared it might. Fair visitation met the projections of the sponsors and did increase visitation to both the park and forest. Both

visitors and managers came out of it smiling. The Park Service felt that major factors in their success was thorough and accurate advance planning by park staff, support of their Regional and Washington Offices, and the strong-willed dedication of their employees. The most significant impacts to Great Smoky Mountains National Park were as follows:

- Administration - increased mail volume (63%), consisting mainly of information requests.
- Interpretive - Increased visitor center traffic, mostly in the form of tour bus groups. Some 12,857 buses were counted.
- Resource Management & Visitor Protection - More vehicular traffic and auto accidents although with an approximately 90 percent solution rate.
- Maintenance - Increased sewer and water use, and additional housekeeping chores.

The Cherokee National Forest borders Great Smoky Mountains National Park on it's northern and southern boundaries and is about an hour's drive from Knoxville. The Forest did not make any World's Fair impact studies although they did prepare a visitors guide on newsprint. Initially, National Forest campgrounds were inundated. World's Fair visitors, hearing that the overnight accommodations were sold out, took advantage of the close-in National Forest campgrounds. According to National Forest personnel, impacts to National Forest's facilities were incredible, at least for the first few weeks. As the word spread that there were many vacancies in motels and hotels, use on the National Forest fell off rapidly. Cherokee National Forest final visitor counts were only a little above average. The Cherokee National Forest was invited to participate with Great Smoky Mountains National Park at a visitors information booth on the World's Fair grounds. Forest Service personnel were only able to participate on a part-time basis because of lack of funds; but a user-friendly information terminal at the booth provided National Forest information as well as National Park information.

2. New Orleans, Louisiana - 1984 World's Fair. This World's Fair was spectacular in design and scope but far too extravagant for its budget; and after a six-month run, it was sparsely attended and was left drowning in red ink. The Forest Supervisor of the National Forest in Mississippi, the closest National Forest to the fair, felt that the proximity of the two fairs (Knoxville/New Orleans) in time and distance would dilute the potential audience and excitement of the 1984 World's Fair. No impact studies or advance preparations were done by the Forest; and, in the end, the Forest had only minor increases in visitations primarily in the south end. However, the Forest did prepare a pocket visitors guide (Appendix D) just in case, but they were careful not to give it World's Fair identity. Today the Forest has an ample supply of pocket guides useable for several years to come.
3. Los Angeles - 1984 Summer Olympics. The Angeles National Forest, as well as other land managing agencies in and around the Los Angeles basin, were concerned about the impacts to recreation areas and facilities from summer Olympic visitors. As a result, UCLA was contacted and agreed to initiate a study of potential impacts^{1/}. It was studied by a team of graduate students. Recommendations were

^{1/}Open space accommodations for the 1984 Olympics, 1983.

numerous! There was a raging internal debate among National Forest managers on whether or not Olympic-bound visitors would impact recreation areas. The final outcome was that there was no impact whatsoever. Seventy percent of visitors to the Olympics were Los Angeles basin residents. The remaining thirty percent were easily handled by local motels, hotels and resorts. Also, it seemed to agency personnel that the Olympic visitor was different than a World's Fair visitor. An exposition visitor might incorporate several stops on his way to or from a World's Exposition while the Olympic visitor was only interested in the Olympic event. Possibly the main difference is a matter of commitment of time. A two or three-day visit to a World's Fair is sufficient but to adequately see Olympic events might take a week or more.

B. Managers' Successes, Failures and Discoveries

Even though there was a wide variety of opinion on what the impact would be, the actual impact from an international event on nearby National Forest and Park attractions was much less than anticipated. In some cases, it was the result of a budget and preplanning, as in the case of Great Smoky Mountains National Park. In other cases, it was an early decision that a minimal effort was all that was needed; and, in some instances, it may have been pure luck. Whatever the reason, there are some lessons to be learned from the past.

In all cases, a brochure, map or folder was produced to provide visitor information concerning the local attractions. Managers, in most cases, did not identify the publication with the event, exposition, or fair, and thus immediately date the publication. For example, if the National Forests in Mississippi had placed the 1984 New Orleans World's Fair logo on the Forest pocket guide, thousands of copies of the guide would have been dated.

The user friendly recreation information terminal developed by the National Park Service for the Knoxville World's Fair was a good example of cooperation. Where one agency may not be able to afford to do an adequate job; collectively, it is possible. All publics are benefactors—the visitors and the taxpayers.

In the case of the 1984 Los Angeles Olympics, an ongoing task force representing both public and private interests was recommended to monitor visitor information and resolve problems of visitor services. Though not needed during the Olympics, such a standby team appeared to be an innovative system to solve problems swiftly and effectively. The EXPO 86 Task Force, involving Park and Forest Service personnel from the Pacific Northwest Region, is possibly the beginning of such an effort.

User-friendly terminals to provide visitor information were used at the Knoxville, Tennessee 1982 World's Fair as well as in Olympic villages during the 1984 Los Angeles Olympics. These were limited cooperative ventures. At the Knoxville World's Fair, the Forest Service tied in with the Park Service system; and at the Los Angeles Olympics, it was a partnership between Epson America^{2/} and the National Park Service. In the latter case, the system involved the translation of information concerning 336 National Parks into four languages: English, French, German and Spanish. A translation of the Americanized version of Kangi, the Japanese business language, was also being developed, but it was found that 3,000 characters necessary for adequate translation was a little too much for the system. Each document contained information on each of the parks; including size, location,

facilities, weather, fees, activities, services and information about local attractions and resources in the area of the park.

Some of the more interesting discoveries were made by Great Smoky Mountains National Park. Visitation did not increase substantially during the World's Fair because regular visitors avoided the park, believing the Smokies would be overrun with Fair visitors. The masses did not appear, but mail volume increased 65 percent with potential visitors planning other stops in connection with their visit to the World's Fair. Tours also increased substantially as a result of firms attempting to develop attractive vacation packages.

Since the Knoxville Fair, visits to the Smoky Mountains have increased steadily. From 1982 to 1984, visits increased from 8.1 million to 8.5 million. According to National Park personnel, the increase was partly due to a new public being introduced to the Smoky Mountains as a result of the 1982 Knoxville World's Fair.

The World's Fair also prompted additional training and cooperative efforts with neighboring land-managing and law enforcement agencies.

C. EXPO 86 Visitor Projections

Many observers expect that Expo 86 will be the biggest visitor attraction to Washington State since the 1962 Seattle World's Fair. Based on a 1984 Market Tracking Study^{3/}, attendance for the Vancouver Exposition is forecast at a minimum of 18 million. On February 7, 1985, communications with Ad Van Hanken, EXPO 86's Director of Marketing indicated a total attendance of 15,000,000 visits generated by 4,000,000 people. For budget purposes only, the bankruptcy of the New Orleans Fair in 1984 prompted EXPO 86 officials to scale back their projections to 13,750,000 visits.

Nonetheless, EXPO 86 officials feel that they are on time, on budget, and on track. All "upfront" construction money is derived from a special "Expo Lotto" being conducted in British Columbia. Revenues needed for operations after the exposition opens will come primarily from state receipts.

Forecasts^{3/} project 1,600,000 visits generated from 800,000 people from California, Oregon, and the southwest who will travel through Washington on their way to EXPO 86. A substantial number of visitors, both overseas and domestic, will come through the Seattle-Tacoma airport. The 1984 Market Tracking Study^{2/} also shows that the exposition visitors typically spend three days on site and seven days vacationing in the surrounding region. This means that additional visitors from Eastern Canada and other parts of the United States may spend time in Washington in conjunction with their EXPO 86 visit.

D. Mount St. Helens National Volcanic Monument Visitor Projections

Visitor counts are taken at the Visitor Center located several miles off Interstate 5 and at Monument interior sites. The temporary Visitor Center has been in place for five years. Use has been on a gentle decline (Figure 5) because of reduced volcanic activity, lack of media attention and poor viewing weather. For these reasons visits should continue a slight decline in 1985. With the opening of the new permanent Visitor Center, visitor counts should increase

^{2/}Partnerships in Pride, February 1985

^{3/}Market Facts of Canada Limited, April 1984.

modestly (Figure 5). The new Visitor Center will open with fanfare and publicity which will attract new visitors, old standbys and EXPO 86 bound visitors. This use will almost reach the level of use that occurred during 1980 and 1981 when two temporary visitor centers existed.

Visits within the National Volcanic Monument should begin to level off over the next few years and remain stable until access to the Monument interior is greatly improved. The expected effect of EXPO 86 on the Monument interior should be limited (Figure 6).

Most EXPO 86 visitors who want to see interior sites will not realize the amount of time it takes to see them and many will opt to spend their limited vacation time elsewhere.

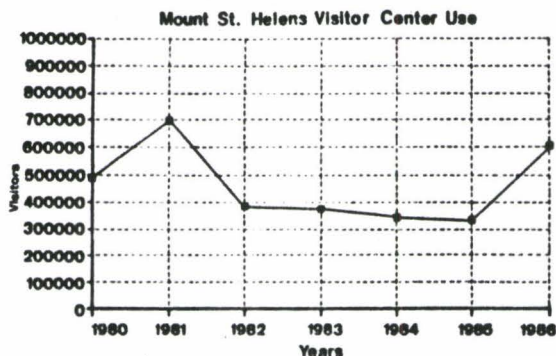


Figure 5. -- Use which has been on a gentle decline since 1982 will almost reach the level of use that occurred during the 1980 and 1981 season when two temporary visitor centers existed.

Visits		
Year	Visitor Center	Monument Interior
1982	381,050	
1983	373,552	241,000
1984	342,480	267,000
1985	330,000	280,000
1986	600,000	290,000

Figure 6. -- A modest increase in visitation is expected at the new permanent Visitor Center and a limited increase is anticipated at Monument interior sites.

E. Washington State Visitor Attractions

The Washington State Conversion Study^{4/} indicated that the State Ferry System was the most frequently used visitor attraction, with over half (54%) of the survey respondents having used it. The other popular sites included those that receive occasional national recognition - the Space Needle, Mount Rainier and Olympic National Parks, and Mount St. Helens. Sunset Magazine and National Geographic were the most frequently remembered magazines for articles about attractions in Washington State. Both magazines have carried significant articles about Mount St. Helens in the past three years.

F. Peak Visitor Days/Months and Hours

A review of visitor statistics for the Mount St. Helens Visitor Center indicates some interesting trends:

Peak Days

Good visibility (a view of the volcano while traveling on Interstate 5) combined with media news of volcanic activity causes peak day visitation regardless of whether it is a weekday or a weekend day. Given equal conditions (good viewing) on a weekday or a weekend day, the peak visitation^{5/} will occur on a weekend day.

Peak Months

Peak months of visitation at the visitor center and Monument interior are June, July and August^{5/}. This coincides with projected peak months for EXPO 86.

Peak Hours

Over the past four summers, there has been a definite visitor bulge between 11:00 am and 2:00 pm. Extensive publicity of interpretive naturalists' schedules during the 1984 season smoothed out the bulge, i.e., visitors stopped at the visitor center earlier to take advantage of "early bird" programs at the visitor center and programs that were scheduled in the Monument interior during the early afternoon.

G. Increase in EXPO 86 Foreign Visitors

Approximately 11 percent of the visitors to the Mount St. Helens Visitor Center today are from foreign nations. The 1984 Market Tracking Study predicted the following percentage of visitors:

- 60% Canadian
- 35% United States
- 5% Overseas (Pacific Rim Nations)

More foreign visitors are anticipated to visit Monument facilities; but the overall percentage should stay the same. Presently, translations of the Mount St. Helens brochure are available in Spanish, French, Japanese and German. A greater number of Japanese and French-speaking visitors may be anticipated since EXPO 86 will attract visitors from Japan and eastern Canada. Many eastern Canadians are French-speaking.

H. Present Situation

Though the various State and Federal visitor service agencies in Washington State do communicate and share information, there does not seem to be a well-publicized system for visitors to obtain information without making several written and/or telephone contacts. The EXPO 86 Multi-Agency Committee has been looking at various systems to provide visitor information. They are:

1. Computerized Recreation Information System
The National Park Service and the State of Washington have been looking at economical systems but have not found one. Visitors not only want information about attractions and accommodations, but they also need to make reservations.
2. Outdoor Recreation Guide
The State of Washington contracted with Publishers Enterprises, Inc. to produce the guide that will be available April 1985, and will sell for \$3.00.

^{4/}Impacts of the 1986 World Exposition in Vancouver, Canada
^{5/}Mount St. Helens National Volcanic Monument, Visitor Use Report, 1984

3. Toll Free (800) Visitor Information Hotline
Washington Tourism Development Division presently has a visitor information hotline staffed by volunteers. The staff provides basic information about attractions and services. The toll free numbers are:
Calling from within Washington State:
1-800-562-4570
Calling from outside Washington State:
1-800-541-9274
4. Interstate Highway Rest Area Information
Presently, visitor information at Washington State rest areas along the Interstate system is minimal and, in some cases, outdated. Some rest areas provide traveler access to National Weather Service radio broadcasts. The broadcasts provide local weather information.
5. Mount St. Helens National Volcanic Monument Planning for Expo 86
In an effort to obtain a feeling for visitors preferences for services provided, a response form (Figure 7) was provided to any visitor at the Monument wanting to comment. The forms were available between June 8, 1984 and November 1, 1984. The purpose was to aid the visitor in answering questions and/or gathering information that would improve future management of the Monument.

Figure 7. -- This visitor response form was used to obtain visitors feelings about Monument services.

Below is a summary of the responses received:

1. Number of responses: 43
2. Origin of respondents:
WA OR Other Western US Other US Canada
34% 11% 27% 22% 3%
Other foreign
3%
3. Origin of the response forms:
Visitor Center Field Interpreters Other
48% 41% 11%

The amount of comments in the sampling does not allow the use of responses as an

indication of any majority opinion of action. The comments are not conclusive of visitors' opinions. However, the results give management an indication of some of the overriding concerns of the visitor. The comments provide an important "visitor's perspective" of the management of the Monument which may have been otherwise overlooked.

Some areas specific to this study are as follows:

- The facilities the visitors desire will be met by the development recommended by the Comprehensive Management Plan^{6/}. Some visitors wanted trash containers but overall, comments were minimal. Visitor's actions in the Monument show that, for the most part, they are packing litter out. However, much trash has ended up in toilets, moderate amounts near the food concession, and minor amounts near the viewpoints.
- Better signing of handicapped facilities and services was needed.
- Monument staff was providing most of the information that visitors need. Items such as the Volcano Review and Map (Figure 3 & Appendix A) were used extensively by visitors. On the negative side, information concerning the Monument provided by State and local visitor services was sometimes dated or inaccurate. Also some visitors who used local media to find information about local attractions such as the Monument were not finding what they needed.
- It appeared that more information is needed about the kinds and condition of roads in the Monument so visitors can make a decision on whether or not to drive them and how to drive them.

6. Travelers Information AM Radio

Three years ago Monument Staff installed a Travelers Information AM Radio Transmitter at the southern gateway to Mount St. Helens to provide visitors with up-to-date road and traffic information. Since its installation, the system has been plagued with problems. On the other hand, the Washington Department of Transportation has successfully operated a Highway Advisory Radio (HAR) at several locations in the state. The state's successes are due to using quality 20 watt transmitters and solid state audio storage recorders. The latter types of recorders are far superior to endless tape loop systems because they have no moving parts.

I. Staffing and Budget

Providing that FY 86 budget projections^{7/} are met no additional funds will be needed.

V. CONCLUSIONS

From the review of EXPO 86 projections, the analysis of anticipated Monument visits, and a look at past events, it appears that EXPO 86 will have a minimal impact on the Mount St. Helens National Volcanic Monument. The recommended action for information systems, visitor services, and management must be the standard for a service agency such as the Forest Service whether or not a special impact is anticipated. If all else fails, the suggested EXPO Service Program Team (ESP) should have the ability to solve unexpected impacts.

^{6/}Mount St. Helens National Volcanic Monument, Comprehensive Management Plan, 1984
^{7/}Five-Year Basic Budget for the Mount St. Helens National Volcanic Monument, 1986 to 1991.

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April 1984. Impacts of the 1986 World Exposition
in Vancouver, British Columbia, Canada on
the Washington State Transportation System.

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Recreation Management program at Clemson
University. It in no way reflects USDA Forest
Service policy nor are the opinions expressed
those of anyone other than the author.

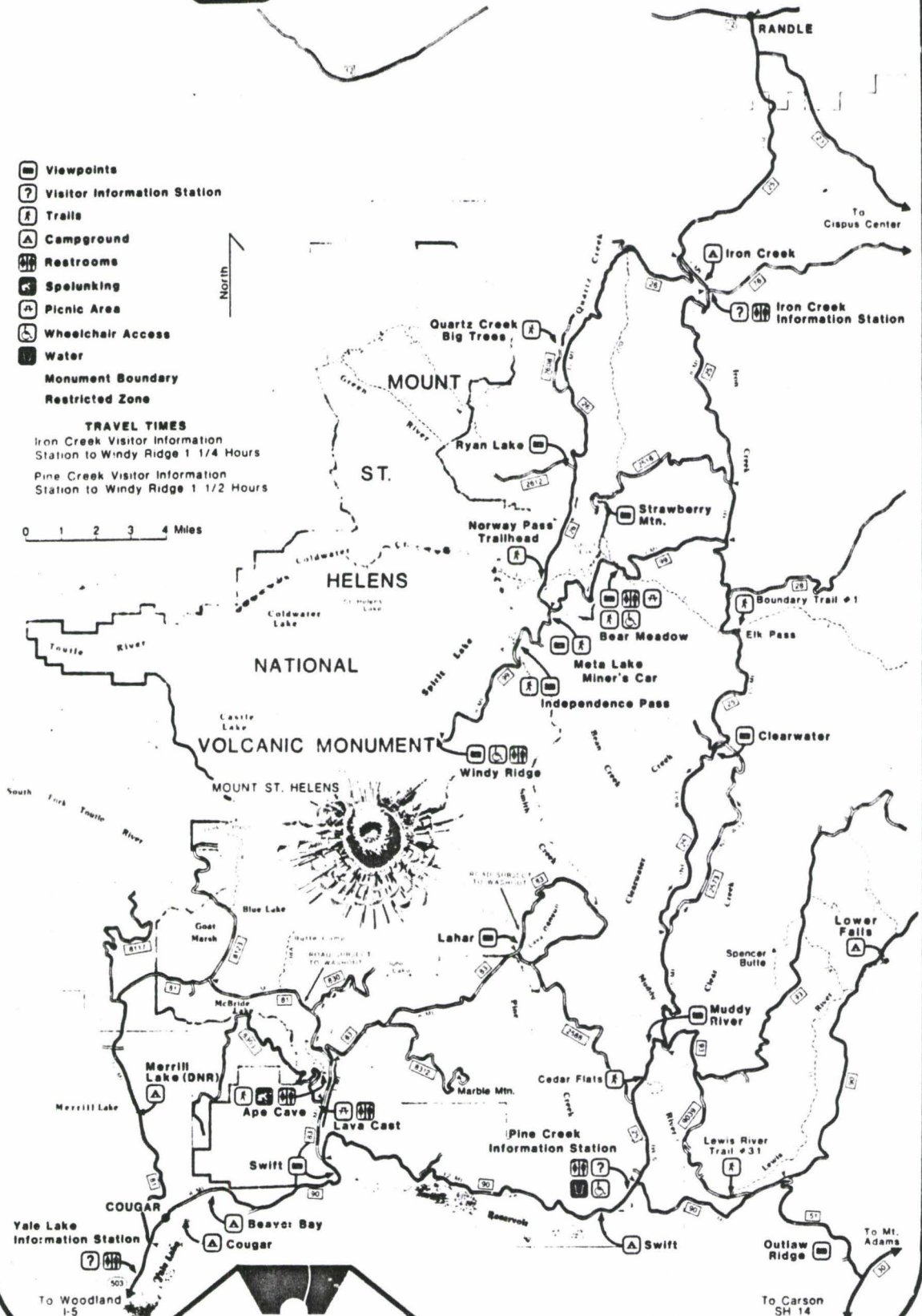


Mount St. Helens National Volcanic Monument

- Viewpoints
- Visitor Information Station
- Trails
- Campground
- Restrooms
- Spelunking
- Picnic Area
- Wheelchair Access
- Water
- Monument Boundary
- Restricted Zone

TRAVEL TIMES
Iron Creek Visitor Information
Station to Windy Ridge 1 1/4 Hours
Pine Creek Visitor Information
Station to Windy Ridge 1 1/2 Hours

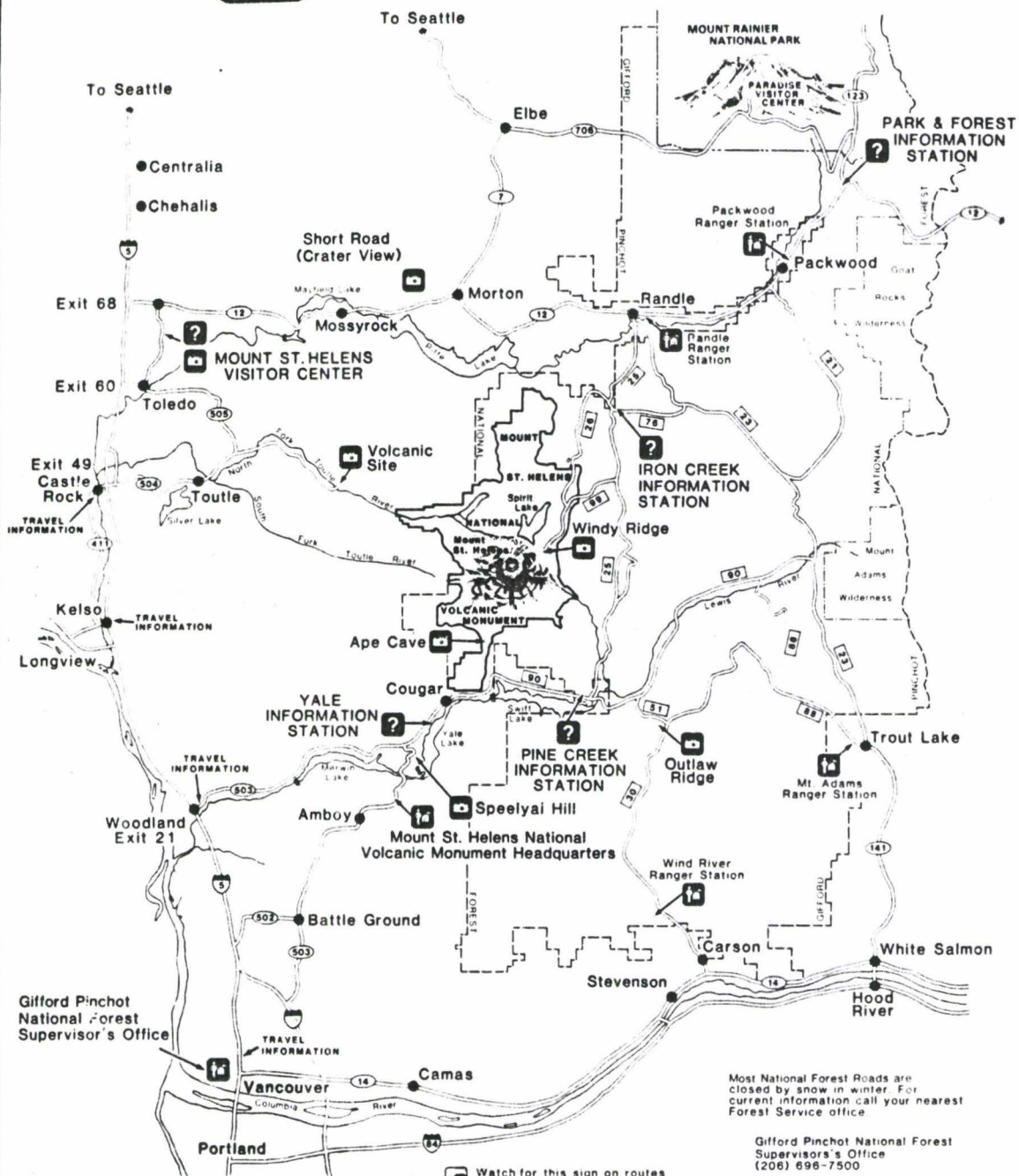
0 1 2 3 4 Miles



REVISED 4/84



Mount St. Helens and Vicinity



TRAVEL TIMES
 Mount St. Helens Visitor Center to Windy Ridge 2 1/2 Hours
 Park Service/Forest Service Information Station to Windy Ridge 2 Hours
 Woodland to Windy Ridge 2 1/2 Hours
 Vancouver to Windy Ridge 3 Hours
 Carson to Windy Ridge 2 3/4 Hours

- Watch for this sign on routes leading to Mount St. Helens.
- Visitor Information Station
- Viewpoints
- National Forest Office

0 5 10 15 Miles

Most National Forest Roads are closed by snow in winter. For current information call your nearest Forest Service office.

Gifford Pinchot National Forest Supervisors' Office
 (206) 696-7500
 Mount St. Helens National Volcanic Monument Headquarters
 (206) 247-5473
 Mount St. Helens National Volcanic Monument Visitor Center
 (206) 864-6699
 Randle Ranger Station
 (206) 497-7565
 Packwood Ranger Station
 (206) 494-5515
 Wind River Ranger Station
 (509) 427-5645
 Mt. Adams Ranger Station
 (509) 395-2501



USDA Forest Service
 Gifford Pinchot National Forest

Revised 1/81

KEY INFORMATION CENTERS

STATE OF WASHINGTON

-Blaine Visitor Information Center
P.O. Box "Q"
Blaine, WA 98320

Phone: (206) 332-4544

-Sea-Tac International Airport Visitor Center
Baggage Level
Sea-Tac International Airport
Seattle, WA 98158

Phone: (206) 433-5217
(206) 433-5218

-Vancouver Visitor Information Center
Mill Plain at I-5
Vancouver, WA

Greater Vancouver USA Chamber of Commerce
404 East 15th Street, Suite 4
Vancouver, WA 98663, USA

Phone: (206) 694-2588

-Stateline Visitor Information Center
c/o Liberty Lake Post Office
Liberty Lake, WA 99019

Phone: (509) 226-3322

Oroville Visitor Information Center
1728 Main Street
Oroville, WA 98844

Phone: (509) 476-2739

-HOTLINE
Dept. of Commerce & Economic Development
Tourism Development Division
101 General Administration Bldg.
Olympia, WA 98504

Phone: (206) 753-5600

Megler Visitor Information Center
c/o Pacific County Tourism Council
P.O. Box 266
Long Beach, WA 98631

Phone: (206) 642-3134

FOREST SERVICE INFORMATION CENTERS

-USDA - Forest Service
112 U.S. Courthouse
Spokane, WA 99201

Phone: (509) 456-2574

-USDA - Forest Service
P.O. Box 3623
Portland, OR 97209

Phone: (503) 221-2877 or 2878

-USDA - Forest Service
1018 First Ave.
Seattle, WA 98104

Phone: (206) 442-0170 or 0180

-USDA - Forest Service
P.O. Box 68
Hoodspport, WA 98548

Phone: (206) 887-5254 or 5569

-USDA - Forest Service
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